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*ELIZABETH K. FERREIRA*

**UNITED STATES DISTRICT COURT  
DISTRICT OF NEVADA**

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ELIZABETH K. FERREIRA,

Plaintiff,

v.

AURORA BANK, FSB; ENERGY  
FIRST CREDIT UNION; NUVISION  
FEDERAL CREDIT UNION;  
EQUIFAX INFORMATION  
SERVICES, LLC,

Defendants.

Civil Action No.:

**COMPLAINT FOR DAMAGES  
PURSUANT TO THE FAIR  
CREDIT REPORTING ACT, 15  
U.S.C. § 1681, ET SEQ.**

**JURY TRIAL DEMANDED**

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**INTRODUCTION**

1. The United States Congress has found the banking system is dependent upon fair and accurate credit reporting. Inaccurate credit reports directly impair the efficiency of the banking system, and unfair credit reporting methods undermine the public confidence, which is essential to the continued functioning of the banking system. Congress enacted the Fair Credit

Reporting Act, 15 U.S.C. § 1681 *et seq.* (“FCRA”), to insure fair and accurate reporting, promote efficiency in the banking system, and protect consumer privacy. The FCRA seeks to ensure consumer reporting agencies exercise their grave responsibilities with fairness, impartiality, and a respect for the consumer’s right to privacy because consumer reporting agencies have assumed such a vital role in assembling and evaluating consumer credit and other information on consumers. The FCRA also imposes duties on the sources that provide credit information to credit reporting agencies, called “furnishers.”

2. The FCRA protects consumers through a tightly wound set of procedural protections from the material risk of harms that otherwise flow from inaccurate reporting. Thus, through the FCRA, Congress struck a balance between the credit industry’s desire to base credit decisions on accurate information, and consumers’ substantive right to protection from damage to reputation, shame, mortification, and the emotional distress that naturally follows from inaccurate reporting of a consumer’s fidelity to his or her financial obligations.
3. ELIZABETH K. FERREIRA (“Plaintiff”), by Plaintiff’s attorneys, brings this action to challenge the actions of AURORA BANK, FSB (“AURORA”), ENERGY FIRST CREDIT UNION (“ENERGY”), NUVISION FEDERAL

CREDIT UNION (“NUVISION”), and EQUIFAX INFORMATION SERVICES, LLC (“Equifax”) (or jointly as “Defendants”) with regard to erroneously reporting derogatory credit information to national reporting agencies.

4. Defendants failed to properly investigate Plaintiff’s disputes, damaging Plaintiff’s creditworthiness.

#### **JURISDICTION AND VENUE**

5. This Court has federal question jurisdiction because this case arises out of violation of federal law. 15 U.S.C. §1681 *et seq.*; 28 U.S.C. §1331; *Smith v. Community Lending, Inc.*, 773 F.Supp.2d 941, 946 (D. Nev. 2011).
6. This action arises out of each Defendant’s violations of the Fair Credit Reporting Act, 15 U.S.C. §§ 1681-1681(x) (“FCRA”).
7. Venue is proper in the United States District Court for the District of Nevada pursuant to 28 U.S.C. § 1391(b) because Plaintiff is a resident of Clark County, the State of Nevada and because Defendants are subject to personal jurisdiction in the County of Clark, State of Nevada as they conduct business there. Venue is also proper because, the conduct giving rise to this action occurred in Nevada. 28 U.S.C. § 1391(b)(2). Further, Equifax has a registered agent of service in Nevada and is listed with the Nevada Secretary of State as a foreign limited liability company doing business in Nevada.

## PARTIES

8. Plaintiff is a natural person residing in the County of Clark, State of Nevada.

In addition, Plaintiff is a “consumer” as that term is defined by 15 U.S.C. § 1681a(c).

9. Defendant AURORA is a corporation doing business in the State of Nevada.

10. Defendant AURORA is a furnisher of information as contemplated by 15 U.S.C. § 1681s-2(b) that regularly and in the ordinary course of business furnishes information to a consumer credit reporting agency.

11. Defendant ENERGY is a corporation doing business in the State of Nevada.

12. Defendant ENERGY is a furnisher of information as contemplated by 15 U.S.C. § 1681s-2(b) that regularly and in the ordinary course of business furnishes information to a consumer credit reporting agency.

13. Defendant NUVISION is a corporation doing business in the State of Nevada.

14. Defendant NUVISION is a furnisher of information as contemplated by 15 U.S.C. § 1681s-2(b) that regularly and in the ordinary course of business furnishes information to a consumer credit reporting agency.

15. Defendant Equifax regularly assembles and/or evaluates consumer credit information for the purpose of furnishing consumer reports to third parties, and uses interstate commerce to prepare and/or furnish the reports. Equifax

is a “consumer reporting agency” as that term is defined by 15 U.S.C. § 1681a(f), doing business with its principal place of business in Georgia.

16. Unless otherwise indicated, the use of Defendants’ name in this Complaint includes all agents, employees, officers, members, directors, heirs, successors, assigns, principals, trustees, sureties, subrogees, representatives, and insurers of Defendants’ named.

#### **GENERAL ALLEGATIONS**

17. On or about 9/26/2012, Plaintiff filed for Chapter 13 Bankruptcy in the United States Bankruptcy Court for the District of Nevada pursuant to 11 U.S.C. §1301 *et seq.* Plaintiff’s case was assigned Case Number 12-20962-mkn (the “Chapter 13” or “Bankruptcy”).

18. The obligations (“Debt”) to each Defendant herein (as applicable) were scheduled in the Bankruptcy and each respective creditor-Defendant, or its predecessor in interest, received notice of the Bankruptcy.

19. On February 7, 2013, the Plaintiff’s Chapter 13 Plan was confirmed (the “Confirmed Chapter 13 Plan” or “Confirmation Order”).

20. A confirmed plan constitutes a new contract between the debtor and creditors and a creditor’s rights are defined by the confirmed plan. Consequently, a pre-petition claim provided for in a confirmed plan is no longer a pre-petition claim. The claim is a right to payment arising from the confirmed plan. *Padilla*

v. Wells Fargo Home Mortg., Inc. (*In re Padilla*), 379 B.R. 643, 649, 2007

Bankr. LEXIS 2655, \*1 (Bankr. S.D. Tex. 2007).

21. Plaintiff made all payments required under the terms of the Confirmed Chapter 13 plan.

22. None of the Defendants named herein filed any proceedings to declare their alleged debts “non-dischargeable” pursuant to 11 U.S.C. § 523 *et seq.*

23. None of the Defendants named herein obtained relief from the “automatic stay” codified at 11 U.S.C. §362 *et seq.* while the Plaintiff’s Bankruptcy was pending to pursue the Plaintiff for any *personal* liability.

24. Accordingly, the debts to each Defendant named herein (as applicable) were discharged through the Bankruptcy on 2/01/2016.

25. Further, while the automatic stay was in effect during the Bankruptcy, it was illegal and inaccurate for any of the creditor-defendants to report any post-Bankruptcy derogatory collection information, which was inconsistent with the Orders entered by the Bankruptcy Court.

26. However, Defendants named herein, and each of them, either reported or caused to be reported inaccurate information after the Bankruptcy as discussed herein.

27. Defendant’s reporting post-Bankruptcy derogatory information was inaccurate and misleading in that each Defendant continued reporting

information based on each respective Defendant's pre-bankruptcy contract terms with the Plaintiff, which were no longer enforceable upon the bankruptcy filing, thereby rendering the disputed information "inaccurate".

28. The adverse information reported by Defendants was based on each respective Defendant's improper enforcement and reporting of pre-bankruptcy obligations, where such reporting failed to comply with the payment structure set forth in the Plaintiff's Chapter 13 Plan. Failing to report consistent with the terms of the Chapter 13 plan was therefore inaccurate, since all the Plaintiff's pre-bankruptcy creditors (whether eventually discharged or not) were subject to repayment pursuant to the Chapter 13 plan terms while the Bankruptcy was pending.

29. Additionally, Defendant's inaccurate reporting did not comply with the Consumer Data Industry Association's Metro 2 reporting standards, which provides guidance for credit reporting and FCRA compliance.

30. The Consumer Data Industry Association ("CDIA") publishes the Metro 2 ("Metro 2") reporting standards to assist furnishers with their compliance requirements under the FCRA.

31. Courts rely on such guidance to determine furnisher liability. *See e.g. In re Helmes*, 336 B.R. 105, 107 (Bankr. E.D. Va. 2005) (finding that "industry standards require that a debt discharged in bankruptcy be reported to a credit

reporting agency with the notation ‘Discharged in bankruptcy’ and with a zero balance due”).

32. On information and belief, Defendants herein adopted and at all times relevant implemented the Metro 2 format.

33. On information and belief, each furnisher-Defendant named herein adopted the Metro 2 reporting standards and at all times relevant implemented the Metro 2 format as an integral aspect of their respective duties under the FCRA to have in place adequate and reasonable policies and procedures to handle investigations of disputed information.

34. The Metro 2 format guidelines for credit reporting are nearly identical for reports made during the “Month BK Filed,” “Months Between Petition Filed and BK Resolution,” and after “Plan Completed” for Chapter 13 Debtors and furnishers who choose to report post-bankruptcy credit information to CRAs.

*See e.g., 2015 CDIA Credit Reporting Resource Guide (“2015 Metro 2”), Frequently Asked Question 28(a), at pages 6-21 – 6-22.*

35. Thus, many of the consumer reporting fields should be reported the same way both during and after a bankruptcy proceeding, *id.*, with the following relevant exceptions:

- a. Current Balance

- i. For the “Month BK Filed” and “Months Between Petition Filed & BK Resolution,” Metro 2 instructs the furnisher to report the outstanding balance amount. *Id.*
- ii. However, for the “Plan Confirmed” period, Metro 2 instructs the furnisher to report the “Chapter 13 plan balance, which should decline as payments are made.” *Id.* at 6-22.
- iii. And, for Current Balance reporting when “Plan Completed – All payments made according to plan – no further obligation,” Metro 2 instructs the furnisher to report a current balance of “Zero.” *Id.*

b. Scheduled Monthly Payment Amount:

- i. For the “Month BK Filed” and “Months Between Petition Filed & BK Resolution,” Metro 2 instructs the furnisher to report the “contractual monthly payment amount.” *Id.* at 6-21.
- ii. However, for the “Plan Confirmed” period, Metro 2 instructs the furnisher to report the “Chapter 13 Payment Amount.” *Id.* at 6-22.
- iii. And, for Scheduled Monthly Payment Amount reporting when “Plan Completed – All payments made according to plan – no further obligation,” Metro 2 instructs the furnisher to report a current balance of “Zero.” *Id.*

36.Despite Metro 2 Format's instructions, each furnisher-Defendant named herein failed to conform to the Metro 2 Format when reporting on Plaintiff's accounts after the Plaintiff filed Bankruptcy as further set forth below.

37.In turn, each of the credit reporting agencies named herein, rereported the inaccurate information, thus violating their duty to follow reasonable procedures to assure maximum possible accuracy under 15 U.S.C. § 1681e(b) when preparing a consumer report.

38.To this end, the adverse reporting on the Plaintiff's consumer report departed from the credit industry's own reporting standards and was not only inaccurate, but also materially misleading under the CDIA's standards as well.

39.A "materially misleading" statement is concerned with omissions to credit entries, that in context create misperceptions about otherwise may be factually accurate data. *Gorman v. Wolpoff & Abramson, LLP*, 584 F.3d 1147, 1163 (9th Cir. 2009).

## **THE EQUIFAX VIOLATIONS**

### **AURORA Misreported Credit Information**

#### **RE: Account No. 3356**

40.In an Equifax credit report dated May 17, 2016, AURORA inaccurately reported that there was a "scheduled payment amount" of \$647, even though Plaintiff was discharged on 2/01/2016 and no payments were due on this

account creating the misleading and false impression that a debt was still owed and due.

41. AURORA also reported an account “status” of “Charge Off”. This was inaccurate, since the Plaintiff performed all obligations required under the Chapter 13 Plan and obtained a discharge. Moreover, AURORA was paid according to the Chapter 13 Plan by the Chapter 13 Trustee and it was inaccurate for AURORA to report that the Plaintiff’s “status” was “Charge Off” after the Chapter 13 filing, since the Plaintiff fully performed all obligations owed to AURORA after filing the Chapter 13.

42. On or about September 20, 2016, pursuant to 15 U.S.C. § 1681i(a)(2), Plaintiff disputed AURORA’s reported information regarding its reported obligation by notifying Equifax, in writing, of the incorrect and inaccurate credit information furnished by AURORA.

43. Specifically, Plaintiff sent a letter, certified, return receipt, to Equifax (the “Equifax Dispute Letter”), requesting the above inaccurate and incorrect derogatory information be removed, corrected or deleted.

44. Upon information and belief, upon receiving the Equifax Dispute Letter, Equifax timely notified AURORA of the dispute based on its mandated statutory duty pursuant to 15 U.S.C. § 1681i.

45. Defendants were each required to conduct an investigation into this specific account on Plaintiff's consumer report pursuant to 15 U.S.C. §1681i.

46. On or about October 7, 2016, Plaintiff received notification from Equifax through its "reinvestigation" (Equifax Report No. 6272019262) that AURORA and Equifax received notice of Plaintiff's dispute pursuant to 15 U.S.C. § 1681i(a)(6).

47. A reasonable investigation by these Defendants would have indicated that Plaintiff filed for Chapter 13 bankruptcy and made all required Chapter 13 plan payments, since Plaintiff obtained a discharge.

48. AURORA and Equifax failed to conduct a reasonable investigation as required by 15 U.S.C. §§ 1681s-2(b)(1)(A) and/or 1681i(a), and wrongly verified inaccurate information in connection with Plaintiff's credit reports.

49. AURORA and Equifax failed to review all relevant information provided by Plaintiff in the dispute to Equifax, as required by and in violation of 15 U.S.C. §§ 1681s-2(b)(1)(B) and 1681i(a), respectively.

50. AURORA and Equifax re-reported the inaccurate derogatory information on Plaintiff's report. Specifically, AURORA and Equifax still inaccurately reported that there was a "scheduled payment amount" of \$647, even though Plaintiff was discharged on 2/01/2016. Also, AURORA and Equifax still inaccurately reported an account "status" of "Charge Off".

51. AURORA and Equifax, upon receipt of Plaintiff's dispute, failed to conduct an investigation with respect to the disputed information as required by 15 U.S.C. §§ 1681s-2(b)(1)(B) and/or 1681i(a), respectively.

52. Due to AURORA's and Equifax's failure to reasonably investigate Plaintiff's dispute, they each further failed to correct and update Plaintiff's information as required by 15 U.S.C. § 1681s-2(b)(1)(E), thereby causing continued reporting of inaccurate information in violation of 15 U.S.C. § 1681s(2)(b)(1)(C) and/or 1681e(b), respectively.

53. Plaintiff's Equifax Dispute Letter also included a statement of dispute as that term is meant pursuant to 15 U.S.C. §1681i(b). Specifically, the Plaintiff requested that in the event Equifax failed to make the requested corrections identified in the Plaintiff's Equifax Dispute Letter that Equifax include a statement on the Plaintiff's credit report stating that the instant account was disputed. However, Equifax failed to provide such a statement and thereby breached its statutory obligations under 15 U.S.C. §1681i(b).

54. Upon information and belief, Equifax also failed in Plaintiff's subsequent consumer reports containing the above disputed information to clearly note that this account was disputed by the Plaintiff and provide either the Plaintiff's dispute statement or a clear and accurate codification or summary of the

dispute in violation of Equifax's statutory obligations under 15 U.S.C. §1681i(c).

55. Reporting and rereporting the above-referenced derogatory information also constituted a violation of 15 U.S.C. § 1681g(a) because the lack of clarity in the information reported and rereported has the tendency to confuse ordinary consumers like Plaintiff.

56. Plaintiff's continued efforts to correct AURORA's and Equifax's erroneous and negative reporting of the discharged debt by communicating Plaintiff's dispute with AURORA and Equifax were fruitless.

57. AURORA's and Equifax's continued inaccurate and negative reporting of the discharged debt in light of its knowledge of the actual error was willful. Plaintiff is, accordingly, eligible for statutory damages.

58. Also as a result of AURORA's and Equifax's continued inaccurate and negative reporting, Plaintiff has suffered actual damages, including without limitation fear of credit denials, out-of-pocket expenses in challenging the Defendants' wrongful representations, damage to his creditworthiness, and emotional distress.

59. By inaccurately reporting account information relating to the discharged debt after notice and confirmation of its errors, AURORA and Equifax failed to

take the appropriate measures as required under 15 U.S.C. §§ 1681-s(2)(b)(1)(D) and/or (E), 1681i(a) and 1681e(b), respectively.

**ENERGY Misreported Credit Information**

**RE: Account No. 1502 (Credit Line \$7,500)**

60. In an Equifax credit report dated May 17, 2016, ENERGY inaccurately reported that there was a “scheduled payment amount” of \$165, even though Plaintiff paid this debt off in 2010 and no payments were due on this account creating the misleading and false impression that a debt was still owed and due. Moreover, even if scheduled payments remained due (which they didn’t), the Bankruptcy filing would have released Plaintiff from this payment obligation.

61. On or about September 20, 2016, pursuant to 15 U.S.C. § 1681i(a)(2), Plaintiff disputed ENERGY’s reported information regarding its reported obligation by notifying Equifax, in writing, of the incorrect and inaccurate credit information furnished by ENERGY.

62. Specifically, Plaintiff sent a letter, certified, return receipt, to Equifax (the “Equifax Dispute Letter”), requesting the above inaccurate and incorrect derogatory information be removed, corrected or deleted.

63.Upon information and belief, upon receiving the Equifax Dispute Letter, Equifax timely notified ENERGY of the dispute based on its mandated statutory duty pursuant to 15 U.S.C. § 1681i.

64.Defendants were each required to conduct an investigation into this specific account on Plaintiff's consumer report pursuant to 15 U.S.C. §1681i.

65.On or about October 7, 2016, Plaintiff received notification from Equifax through its "reinvestigation" (Equifax Report No. 6272019262) that ENERGY and Equifax received notice of Plaintiff's dispute pursuant to 15 U.S.C. § 1681i(a)(6).

66.A reasonable investigation by these Defendants would have indicated that this account was paid off years ago and no scheduled payments were due.

67. ENERGY and Equifax failed to conduct a reasonable investigation as required by 15 U.S.C. §§ 1681s-2(b)(1)(A) and/or 1681i(a), and wrongly verified inaccurate information in connection with Plaintiff's credit reports.

68.ENERGY and Equifax failed to review all relevant information provided by Plaintiff in the dispute to Equifax, as required by and in violation of 15 U.S.C. §§ 1681s-2(b)(1)(B) and 1681i(a), respectively.

69.ENERGY and Equifax re-reported the inaccurate derogatory information on Plaintiff's report. Specifically, ENERGY and Equifax still inaccurately reported that there was a "scheduled payment amount" of \$165.

70. ENERGY and Equifax, upon receipt of Plaintiff's dispute, failed to conduct an investigation with respect to the disputed information as required by 15 U.S.C. §§ 1681s-2(b)(1)(B) and/or 1681i(a), respectively.

71. Due to ENERGY's and Equifax's failure to reasonably investigate Plaintiff's dispute, they each further failed to correct and update Plaintiff's information as required by 15 U.S.C. § 1681s-2(b)(1)(E), thereby causing continued reporting of inaccurate information in violation of 15 U.S.C. § 1681s(2)(b)(1)(C) and/or 1681e(b), respectively.

72. Plaintiff's Equifax Dispute Letter also included a statement of dispute as that term is meant pursuant to 15 U.S.C. §1681i(b). Specifically, the Plaintiff requested that in the event Equifax failed to make the requested corrections identified in the Plaintiff's Equifax Dispute Letter that Equifax include a statement on the Plaintiff's credit report stating that the instant account was disputed. However, Equifax failed to provide such a statement and thereby breached its statutory obligations under 15 U.S.C. §1681i(b).

73. Upon information and belief, Equifax also failed in Plaintiff's subsequent consumer reports containing the above disputed information to clearly note that this account was disputed by the Plaintiff and provide either the Plaintiff's dispute statement or a clear and accurate codification or summary of the

dispute in violation of Equifax's statutory obligations under 15 U.S.C. §1681i(c).

74. Reporting and rereporting the above-referenced derogatory information also constituted a violation of 15 U.S.C. § 1681g(a) because the lack of clarity in the information reported and rereported has the tendency to confuse ordinary consumers like Plaintiff.

75. Plaintiff's continued efforts to correct ENERGY's and Equifax's erroneous and negative reporting of the discharged debt by communicating Plaintiff's dispute with ENERGY and Equifax were fruitless.

76. ENERGY's and Equifax's continued inaccurate and negative reporting of the discharged debt in light of its knowledge of the actual error was willful. Plaintiff is, accordingly, eligible for statutory damages.

77. Also as a result of ENERGY's and Equifax's continued inaccurate and negative reporting, Plaintiff has suffered actual damages, including without limitation fear of credit denials, out-of-pocket expenses in challenging the Defendants' wrongful representations, damage to his creditworthiness, and emotional distress.

78. By inaccurately reporting account information relating to the non-existent debt after notice and confirmation of its errors, ENERGY and Equifax failed

to take the appropriate measures as required under 15 U.S.C. §§ 1681-s(2)(b)(1)(D) and/or (E), 1681i(a) and 1681e(b), respectively.

**ENERGY Misreported Credit Information**

**RE: Account No. 1502 (Credit Line \$11,327)**

79. In an Equifax credit report dated May 17, 2016, ENERGY inaccurately reported that there was a “scheduled payment amount” of \$230, even though no payments were due on this account creating the misleading and false impression that a debt was still owed and due as well for the same reasons above.

80. On or about September 20, 2016, pursuant to 15 U.S.C. § 1681i(a)(2), Plaintiff disputed ENERGY’s reported information regarding its reported obligation by notifying Equifax, in writing, of the incorrect and inaccurate credit information furnished by ENERGY.

81. Specifically, Plaintiff sent a letter, certified, return receipt, to Equifax (the “Equifax Dispute Letter”), requesting the above inaccurate and incorrect derogatory information be removed, corrected or deleted.

82. Upon information and belief, upon receiving the Equifax Dispute Letter, Equifax timely notified ENERGY of the dispute based on its mandated statutory duty pursuant to 15 U.S.C. § 1681i.

83. Defendants were each required to conduct an investigation into this specific account on Plaintiff's consumer report pursuant to 15 U.S.C. §1681i.

84. On or about October 7, 2016, Plaintiff received notification from Equifax through its "reinvestigation" (Equifax Report No. 6272019262) that ENERGY and Equifax received notice of Plaintiff's dispute pursuant to 15 U.S.C. § 1681i(a)(6).

85. A reasonable investigation by these Defendants would have indicated that Plaintiff paid this account off in full as well.

86. ENERGY and Equifax failed to conduct a reasonable investigation as required by 15 U.S.C. §§ 1681s-2(b)(1)(A) and/or 1681i(a), and wrongly verified inaccurate information in connection with Plaintiff's credit reports.

87. ENERGY and Equifax failed to review all relevant information provided by Plaintiff in the dispute to Equifax, as required by and in violation of 15 U.S.C. §§ 1681s-2(b)(1)(B) and 1681i(a), respectively.

88. ENERGY and Equifax re-reported the inaccurate derogatory information on Plaintiff's report. Specifically, ENERGY and Equifax still inaccurately reported that there was a "scheduled payment amount" of \$230.

89. ENERGY and Equifax, upon receipt of Plaintiff's dispute, failed to conduct an investigation with respect to the disputed information as required by 15 U.S.C. §§ 1681s-2(b)(1)(B) and/or 1681i(a), respectively.

90.Due to ENERGY's and Equifax's failure to reasonably investigate Plaintiff's dispute, they each further failed to correct and update Plaintiff's information as required by 15 U.S.C. § 1681s-2(b)(1)(E), thereby causing continued reporting of inaccurate information in violation of 15 U.S.C. § 1681s(2)(b)(1)(C) and/or 1681e(b), respectively.

91.Plastic's Equifax Dispute Letter also included a statement of dispute as that term is meant pursuant to 15 U.S.C. §1681i(b). Specifically, the Plaintiff requested that in the event Equifax failed to make the requested corrections identified in the Plaintiff's Equifax Dispute Letter that Equifax include a statement on the Plaintiff's credit report stating that the instant account was disputed. However, Equifax failed to provide such a statement and thereby breached its statutory obligations under 15 U.S.C. §1681i(b).

92.Upon information and belief, Equifax also failed in Plaintiff's subsequent consumer reports containing the above disputed information to clearly note that this account was disputed by the Plaintiff and provide either the Plaintiff's dispute statement or a clear and accurate codification or summary of the dispute in violation of Equifax's statutory obligations under 15 U.S.C. §1681i(c).

93.Reporting and rereporting the above-referenced derogatory information also constituted a violation of 15 U.S.C. § 1681g(a) because the lack of clarity in

the information reported and rereported has the tendency to confuse ordinary consumers like Plaintiff.

94. Plaintiff's continued efforts to correct ENERGY's and Equifax's erroneous and negative reporting of the discharged debt by communicating Plaintiff's dispute with ENERGY and Equifax were fruitless.

95. ENERGY's and Equifax's continued inaccurate and negative reporting of the discharged debt in light of its knowledge of the actual error was willful. Plaintiff is, accordingly, eligible for statutory damages.

96. Also as a result of ENERGY's and Equifax's continued inaccurate and negative reporting, Plaintiff has suffered actual damages, including without limitation fear of credit denials, out-of-pocket expenses in challenging the Defendants' wrongful representations, damage to his creditworthiness, and emotional distress.

97. By inaccurately reporting account information relating to the discharged debt after notice and confirmation of its errors, ENERGY and Equifax failed to take the appropriate measures as required under 15 U.S.C. §§ 1681-s(2)(b)(1)(D) and/or (E), 1681i(a) and 1681e(b), respectively.

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## **THE EXPERIAN VIOLATIONS**

### **NUVISION Misreported Credit Information**

#### **RE: Account No. 4991**

98. In an Experian credit report dated May 10, 2016, NUVISION inaccurately reported that the Plaintiff still owed an outstanding balance of \$7,880 even though NUVISION's debt was discharged in the Bankruptcy. It was therefore inaccurate for NUVISION to report a balance any greater than \$0.

99. NUVISION also reported the account "status" was "Account charged off. \$7,880 written off." This was inaccurate, since the Plaintiff performed all obligations required under the Chapter 13 Plan and obtained a discharge. Moreover, NUVISION was paid according to the Chapter 13 Plan by the Chapter 13 Trustee and it was inaccurate for NUVISION to report that the Plaintiff's "status" was "Account charged off. \$7,880 written off." after the Chapter 13 filing, since the Plaintiff fully performed all obligations owed to NUVISION after filing the Chapter 13.

100. It is well established that a bankruptcy discharge relieves a consumer of a legal obligation to repay a discharged debt. *Riekki v. Bank of Am.*, 2016 U.S. Dist. LEXIS 76495, \*5-6 (D. Nev. June 10, 2016).

101. Thus, NUVISION's and Experian's reported statements that Plaintiff still owed a debt and the implication that the debt was still collectible following the bankruptcy discharge were inaccurate. See *id.*

102. On or about September 20, 2016, pursuant to 15 U.S.C. § 1681i(a)(2), Plaintiff disputed NUVISION's reported information regarding its reported obligation by notifying Experian, in writing, of the incorrect and inaccurate credit information furnished by NUVISION.

103. Specifically, Plaintiff sent a letter, certified, return receipt, to Experian (the "Experian Dispute Letter"), requesting the above inaccurate and incorrect derogatory information be removed, corrected or deleted.

104. Upon information and belief, upon receiving the Experian Dispute Letter, Experian timely notified NUVISION of the dispute based on its mandated statutory duty pursuant to 15 U.S.C. § 1681i.

105. Defendants were each required to conduct an investigation into this specific account on Plaintiff's consumer report pursuant to 15 U.S.C. §1681i.

106. On or about October 6, 2016, Plaintiff received notification from Experian through its "reinvestigation" (Experian Report No. 0021-1378-71) that NUVISION and Experian received notice of Plaintiff's dispute pursuant to 15 U.S.C. § 1681i(a)(6), and verified the account as "Updated".

107. A reasonable investigation by these Defendants would have indicated that Plaintiff filed for Chapter 13 bankruptcy and made all required Chapter 13 plan payments, since Plaintiff obtained a discharge.

108. NUVISION and Equifax failed to conduct a reasonable investigation as required by 15 U.S.C. §§ 1681s-2(b)(1)(A) and/or 1681i(a), respectively, and wrongly verified inaccurate information in connection with Plaintiff's credit reports.

109. NUVISION and Experian failed to review all relevant information provided by Plaintiff in the dispute to Experian, as required by and in violation of 15 U.S.C. §§ 1681s-2(b)(1)(B) and/or 1681i(a), respectively.

110. NUVISION and Experian re-reported the inaccurate derogatory information on Plaintiff's report. Specifically, NUVISION and Experian still inaccurately reported the account "status" was "\$7,880 written off" instead of discharged.

111. NUVISION and Experian, upon receipt of Plaintiff's dispute, failed to conduct an investigation with respect to the disputed information as required by 15 U.S.C. §§ 1681s-2(b)(1)(B) and/or 1681i(a), respectively.

112. Due to NUVISION's and Experian's failure to reasonably investigate Plaintiff's dispute, they each further failed to correct and update Plaintiff's information as required by 15 U.S.C. § 1681s-2(b)(1)(E), thereby causing

continued reporting of inaccurate information in violation of 15 U.S.C. § 1681-s(2)(b)(1)(C) and/or 1681e(b), respectively.

113. Reporting and rereporting the above-referenced derogatory information also constituted a violation of 15 U.S.C. § 1681g(a) because the lack of clarity in the information reported and rereported has the tendency to confuse ordinary consumers like Plaintiff.

114. Plaintiff's continued efforts to correct NUVISION's and Experian's erroneous and negative reporting of the discharged debt by communicating Plaintiff's dispute with NUVISION and Experian were fruitless.

115. NUVISION's and Experian's continued inaccurate and negative reporting of the discharged debt in light of its knowledge of the actual error was willful. Plaintiff is, accordingly, eligible for statutory damages.

116. Also as a result of NUVISION's and Experian's continued inaccurate and negative reporting, Plaintiff has suffered actual damages, including without limitation fear of credit denials, out-of-pocket expenses in challenging the Defendants' wrongful representations, damage to his creditworthiness, and emotional distress.

117. By inaccurately reporting account information relating to the discharged debt after notice and confirmation of its errors, NUVISION and

Experian failed to take the appropriate measures as required under 15 U.S.C. §§ 1681-s(2)(b)(1)(D) and (E), 1681i(a) and/or 1681e(b), respectively.

**FIRST CAUSE OF ACTION  
VIOLATION OF THE FAIR CREDIT REPORTING ACT  
15 U.S.C. § 1681 ET SEQ. (FCRA)**

118. Plaintiff incorporates by reference all of the above paragraphs of this Complaint as though fully stated herein.

119. The foregoing acts and omissions constitute numerous and multiple willful, reckless or negligent violations of the FCRA, including but not limited to each and every one of the above-cited provisions of the FCRA, 15 U.S.C. §1681.

120. As a result of each and every willful violation of the FCRA, Plaintiff is entitled to actual damages as the Court may allow pursuant to 15 U.S.C. § 1681n(a)(1); statutory damages pursuant to 15 U.S.C. § 1681n(a)(1); punitive damages as the Court may allow pursuant to 15 U.S.C. § 1681n(a)(2); and reasonable attorney's fees and costs pursuant to 15 U.S.C. § 1681n(a)(3) from Defendants.

121. As a result of each and every negligent noncompliance of the FCRA, Plaintiff is entitled to actual damages as the Court may allow pursuant to 15 U.S.C. § 1681o(a)(1); and reasonable attorney's fees and costs pursuant to 15 U.S.C. § 1681o(a)(2) from Defendants.

## **PRAYER FOR RELIEF**

Plaintiff respectfully requests the Court grant Plaintiff the following relief against Defendants:

### **FIRST CAUSE OF ACTION VIOLATION OF THE FAIR CREDIT REPORTING ACT 15 U.S.C. § 1681 ET SEQ. (FCRA)**

- an award of actual damages pursuant to 15 U.S.C. § 1681n(a)(1);
- award of statutory damages pursuant to 15 U.S.C. § 1681n(a)(1);
- an award of punitive damages as the Court may allow pursuant to 15 U.S.C. § 1681n(a)(2);
- award of costs of litigation and reasonable attorney's fees, pursuant to 15 U.S.C. § 1681n(a)(3), and 15 U.S.C. § 1681(o)(a)(1) against Defendant for each incident of negligent noncompliance of the FCRA; and
- any other relief the Court may deem just and proper.

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**TRIAL BY JURY**

122. Pursuant to the seventh amendment to the Constitution of the United States of America, Plaintiff is entitled to, and demands, a trial by jury.

Dated: September 8, 2017

Respectfully submitted,

By /s/ David H. Krieger, Esq.

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